OFFICE OF THE REGISTRAR
INDIAN INSTITUTE OF TECHNOLOGY KHARAGPUR

No. IITKGP/Registrar/Students' Insurance/2023-24
May 17, 2023

TENDER NOTICE INVITATION: GROUP MEDICAL INSURANCE POLICY 2023-24 FOR STUDENTS

Deadline for Submission of Tender at IIT Kharagpur: 5:00 PM; June 16, 2023

The Office of the Registrar, Indian Institute of Technology Kharagpur, Kharagpur 721302 invites offers from nationalised Indian Insurance Companies that are approved by and within the ambit of IRDA (Insurance Regulatory and Development Authority) and are interested in executing a Group Insurance Coverage for the students of this Institute in conformity with the specifications and terms & conditions detailed in the following pages of this Tender Notice invitation.

The sealed Tenders are to be submitted under two-bid systems, i.e. (1) Technical bid and (2) Commercial bid. The Technical Bid must reflect the details as specified in Annexure-I whereas the Commercial Bid must include the rate and other related information as specified in Annexure-II.

The Technical Bid and the Commercial Bid must be in SEPARATE envelopes duly SEALED and MARKED AS ‘TECHNICAL BID’ and ‘COMMERCIAL BID’ respectively. Thus sealed and marked two envelopes along with a forwarding letter are to be put in a bigger envelope and that bigger envelope is also to be SEALED appropriately. This bigger envelope is to be superscripted (on the left side of the cover) with “Quotation for Medical Insurance Coverage of the Students of IIT Kharagpur 2023-24” and is to be submitted during office hours on all working days (except holidays) either by Speed Post addressed to Dean (Student Affairs), IIT Kharagpur, Kharagpur 721302 or by dropping it in the box that would be kept in the Rajbhasha Vibhag, Near JEE/GATE office, Ground Floor of the Institute Main Building, Indian Institute of Technology Kharagpur, Kharagpur 721302 latest by 5.00 PM on Friday, June 16, 2023, at the latest.
The offers/bids including Technical Bid and Commercial Bid will be evaluated by a committee as would be constituted by the authority of the Institute for this purpose. The committee will be the only authorised body to examine all the Technical Bids and take decisions on all related matters, including suitability, acceptance, etc.

The Technical Bids will be opened first at 11:00 AM on June 19, 2023, Monday, in the Office of the Dean (Students’ Affairs) on the 1st floor of the Institute Main Building.

**THERE MUST NOT BE ANY PRICE INDICATION IN THE TECHNICAL BID. (TECHNICAL BID WITH ANY PRICE INDICATION WILL BE SUMMARILY REJECTED).**

The committee will sort out the acceptable Technical Bids AND the commercial bids of only qualified bidder will be opened on the same day.

The final selection of the service provider will be based on the lowest insurance premium (all-inclusive) per student, per year, (in case of the fraction of the year, *pro rata* premium will be applicable)

It is advised that, prior to submission of the bids/offer/quotation, the bidders must go through all the contents of the Annexure-I and Annexure-II of this Tender Notice.

This document including Annexure-I and Annexure-II as mentioned above may also be downloaded from [http://www1.iitkgp.ac.in/topfiles/tenders.php](http://www1.iitkgp.ac.in/topfiles/tenders.php) and submitted as a tender document in response to this Tender Notice. [Click here](#) for a WORD version of the entire Tender document.

For any query in the matter, Liaison Officer, Student Medical Insurance Policy, IIT Kharagpur, Kharagpur-721302, may be contacted at studentinsurance@iitkgp.ac.in or at 03222- 81864.

Registrar
IIT Kharagpur
Kharagpur 721302
ANNEXURE-I

(To be used as TENDER DOCUMENT FOR TECHNICAL BID
In response to the Tender Notice No. IITKGP/Registrar/Students’ Insurance/2023-24,
Dated May 17, 2023)

A.1 Scope of Insurance Coverage and Submission of Rate:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>The quotations are to be submitted for the</th>
<th>Acceptance / Comments of the Bidders(*)</th>
</tr>
</thead>
<tbody>
<tr>
<td>01.</td>
<td>Insurance Coverage of,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>i) Approximately 14,000 numbers of students\textsuperscript{1} during 01\textsuperscript{st} Aug 2023 to 31\textsuperscript{st} July 2024 and</td>
<td></td>
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<tr>
<td></td>
<td>ii) Approximately additional 200-300 numbers of students for the period from 01\textsuperscript{st} January 2024 to 31\textsuperscript{st} July 2024,</td>
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<td></td>
<td>iii) Few International students visiting for short period, are to be provided for the events/incidents as detailed below.</td>
<td></td>
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</tbody>
</table>

\textsuperscript{1} A list comprising the Name, Roll Number, Email, Contact No., Blood Group, Age, and Date of Birth of students for both the categories mentioned at (i) (ii) (iii) above will be sent to the Insurer electronically (as an attached file over email) in batches as and when the registration of a group of students are completed and their fee is received in the Institute. The Insurer MUST start the coverage from the date the payment received or intimated by the Institute.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Event / Incidents for which the Insurance Coverage will be given</th>
<th>Acceptance / Comments of the Bidders(*)</th>
</tr>
</thead>
<tbody>
<tr>
<td>02.</td>
<td>Rs. 5.0 Lakh and cost of study (total fee and mess charges for the balance period i.e. 100,000 per semester approx.) in the event of death of the paying parent/guardian for 0.1% of the students.</td>
<td></td>
</tr>
<tr>
<td>03.</td>
<td>Rs.3.0 Lakh for the family of the student in case of his / her death or incapacitation / permanent disability for 0.1% of the students.</td>
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</tr>
<tr>
<td>04.</td>
<td>Rs.1.0 Lakh as medical expenses per annum for each student (such as Outdoor/ Indoor treatment/any type of treatment/tests/investigations required for the students including infectious diseases).</td>
<td></td>
</tr>
<tr>
<td>05.</td>
<td>An additional buffer of Rs. 75.0 Lakh (Hospitalization) to be kept for students, who may require above and over Rs. 1.0 Lakh (mention in Sl. No. 04) as per medical exigencies and approval given by Dean (SA).</td>
<td></td>
</tr>
</tbody>
</table>

\textsuperscript{(*)} 1. Insurance Company may offer other additional benefits, however it will not be considered for evaluation of technical & commercial bids.
<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Terms and conditions relating to the Insurance Coverage for the Event / Incidents detailed in Sl. Nos. 01 to 05 in page 3</th>
<th>Acceptance / Comments of the Bidders</th>
</tr>
</thead>
<tbody>
<tr>
<td>06.</td>
<td>A list comprising the Name, Roll Number, Email, Contact No., Blood Group, Age, and Date of Birth of the students will be sent to the Insurer electronically (as an attached file over email) in batches as and when the registration of a group of students is completed and the fee is received in the Institute. The Insurer MUST start the coverage on the day the Email is received by the Insurer for that particular group of students whose list and payment have been received or intimated by the Institute.</td>
<td></td>
</tr>
<tr>
<td>07.</td>
<td>No exclusion of claims on grounds of PRE Existing / 1st 30 days of Policy /1st Year Exclusion/ Congenital Diseases, Infectious, etc. Covid 19 vaccine, Test, Temperature &amp; Pulse Oximetry charges are payable if recommended by the consultant Doctors.</td>
<td></td>
</tr>
<tr>
<td>08.</td>
<td>There should not be any type of capping/deduction of claim amount on items such as bed charges, doctors' fees, MRI charges, registration fee, charges for X-Ray, Sonography for short-duration treatments for investigation. Treatment for orthopedic and dental should also be included. Doctors' fees and diagnostic charges should be payable even if there is no hospitalization and no disease is detected.</td>
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<tr>
<td>09.</td>
<td>Cashless admission and treatment are to be provided throughout the country in approved, reputed corporate hospitals including Appolo, Fortis, CMC Vellore etc / Medical Research Institutes/Centers/Nursing homes, in every case with the student’s Identity Card issued by IIT Kharagpur or the membership number issued by the TPA.</td>
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<tr>
<td>10.</td>
<td>The Medical Costs, Investigation/ Tests, Room Charges &amp; Doctor’s fees for Outdoor / Indoor patients (Students only) of the B C Roy Technology Hospital should also be reimbursed from the Student Insurance Company to IIT B C Roy Hospital.</td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>All the admissible claims recommended by the Institute through TPA, irrespective of Outdoor/ Indoor treatment should be paid. The claims with Ambulance/Care Ambulance/Private car/Taxi charge, in case of hospitalization recommended by the medical authority in an exigency, are to be reimbursed.</td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>All claims are required to be settled within 15 days from the date of receiving the claims from the Institute from the insurer’s end. Payment for reimbursement should be made in the students account directly through bank transfer. Necessary bank details will be provided along with the claim documents without presentation of any cancelled cheque. No claims shall be rejected on the ground of Late submission/no intimation.</td>
<td></td>
</tr>
<tr>
<td>Sl. No.</td>
<td>Terms and conditions relating to the Insurance Coverage for the Event / Incidents detailed in Sl. Nos. 01 to 05 in page 3</td>
<td>Acceptance / Comments of the Bidders</td>
</tr>
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<td>--------</td>
<td>---------------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------</td>
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<tr>
<td>13.</td>
<td>Claims on original/certified photocopy of prescription/investigation report from authorised / Registered Medical Officer / Practitioner / Labs from anywhere in India, have to be made when undergone the treatment / and is required to be continued. No deduction for student death claims during hospitalization and a time limit of 24 hrs hospitalization is not required in case of death.</td>
<td></td>
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<tr>
<td>14.</td>
<td>Maternity Cover of female students for Normal and C-section delivery should be paid. Pre/Post Natal Expenses Pre and Post Natal expenses will be covered under OPD.</td>
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<tr>
<td>15.</td>
<td>Name of the person who has claim settling power and up to what limit (Rs.)</td>
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<tr>
<td>16.</td>
<td>Details of the location from where the claim is to be settled</td>
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<tr>
<td>17.</td>
<td>Details of the person who will release the payment</td>
<td></td>
</tr>
<tr>
<td>18.</td>
<td>Item-wise details of the documents that will be required to be submitted by the students for the purpose of settling their respective claims</td>
<td></td>
</tr>
<tr>
<td>19.</td>
<td>Mention the Name of TPA with contact Mobile phone number, email (Letter from them committing to the agreement made by the Insurance Company must be enclosed)</td>
<td></td>
</tr>
</tbody>
</table>

**A.2 Further information relating to the content at A.1:**

While submitting the quotation against this Tender Notice, the prospective Insurance providers will have to intimate the Institute Authority of following without any ambiguity whatsoever:

i. Name, address, mobile phone number, e-mail address of the person(s) with clear mention of their financial power to settle the claim amount

ii. Name, address, mobile phone number, e-mail address of the person(s) with clear mention of their financial power to release the claim amount

iii. The event/incident wise list(s) of document(s) as would be required to be submitted by the claimants to get payment/reimbursement of the insurance coverage amount for the events/incidents detailed at para A.1 above
B. Opening of the Tender:

Schedule for opening of Tender:
(i) Technical Bid: 11:00 AM on June 19, 2023, Monday, in the Office of the Dean (Students’ Affairs) on the 1st floor of the Institute Main Building
(ii) Commercial Bid: Same day after opening of Technical bid - For technically qualified Vendors only.

C. Alternative Proposals:
The Tenderers shall quote the rates that strictly comply with the requirements of the Institute as detailed in Annexure 1. Any alterations and/or modifications in the Annexure-I and/or offer of conditional rebate may result in cancellation of the bid.

D. Rate:
The commercial bid should include rate ONLY in the prescribed format as mentioned in Annexure-II. The rate should be inclusive of all taxes.

E. Validity of Offer:
Tenderers must agree to keep their quoted rates open for minimum of sixty (60) days from the stipulated due last date of submission of tender i.e. June 16, 2023. Once the Tender Papers are submitted, no request for any modifications of whatsoever will be entertained.

F. Late Offer:
The bids/offers received after the pre-defined Last Date and Time of submission of Tender i.e. 5.00 PM on June 16, 2023 will not be considered and the same will summarily be rejected.

G. Acceptance and Rejection:
The offers / bids will be evaluated by a committee as would be constituted by the authority of the Institute. The said committee will be the only authorised body to examine all the Bids and take decision on all related matters including suitability etc.

The right to shortlist/reject any or all tenders and/or to accept the whole or any part of the Tenders without assigning any reason whatsoever will be vested in Competent Authority on the recommendation of the Committee as would be constituted for the purpose.

The final selection of the Insurance Service Provider for the purpose will be based on a weighted criterion after taking judicious assessment of all the related aspects, especially to the aspects of providing maximum service to the student community of the Institute. The decision of the Institute competent Authority will be final and binding in the matter.

PRESENCE OF THE TENDERERS OR ONE OF THEIR AUTHORISED REPRESENTATIVES AT THE TIME OF OPENING OF THE BID IS ADVISED

THE RIGHT TO ACCEPT OR REJECT TENDERS WITHOUT ASSIGNING ANY REASON THEREOF IS RESERVED BY THE COMPETENT AUTHORITY
H. Disputes and Jurisdiction:

Any legal disputes arising out of any breach of contract pertaining to the part or whole process of this tender shall be settled in the court of competent jurisdiction in the district of Paschim Medinipur in the state of West Bengal.

I. Authority to Sign:

The Tenderers must sign in full and write their postal corresponding address at the indicated places on all the documents what they would enclose with their bids. In case of a partnership firm, all the Partners of the firm or a Partner holding Power of Attorney for the firm (a certified copy of the Power of Attorney should accompany the Documents) should sign the documents. A certified copy of the Partnership Deed and the current address of all the partners of the firms are also to be furnished. In case of a limited Company or a Corporation, the Documents shall be signed by a duly authorized person holding Power of Attorney for signing the Documents, accompanied by copies of the Power of Attorney and the Memorandum of Articles of Association duly attested by a Notary Public. It is advised that the envelopes and all the pages of the document must be signed by the Tenderers at the end of the text or initial any correction/modification.

J. Declaration:

I/We have gone through all the contents as available in this Annexure-I to the Tender Notice No. IITKGP/Registrar/Students’Insurance/2023-24, dated May 17, 2023, and agree to abide by the terms, conditions, and content as stipulated herein.

Date: Signature of the authorised person of the Insurance Company

Office Seal:

1. Name of the Insurance Company : Submitting this Tender paper
   a) Complete Address for Postal communication :
   b) E-mail ID :
   c) Landline Phone and Mobile Number for official contact :

2. Name of the person(s) authorised by the Company with whom the Institute may make contact to get all required clarifications in the matter
   a) Such persons’ complete address for postal communication :
   b) E-mail ID :
   c) Landline Phone and Mobile Number for official contact :

3. List of papers/documents enclosed herewith:
   (as PAN, List of approved Hospital/nursing Home with proper agreement copy and other relevant docs etc.)
ANNEXURE-II

(To be used as TENDER DOCUMENT FOR COMMERCIAL BID
In response to the Tender Notice No. IITKGP/Registrar/Students’ Insurance/2023-24,
Dated May 17, 2023)

(The bidders will have to neatly type the content as appearing in this Annexure-II and to submit this duly filled in and signed and stamped as their Tender document for Commercial Bid in a sealed cover)

1. Name of the Insurance Company : submitting this Tender paper
   b) Complete Address for
      Postal communication :
   b) E-mail ID :
   c) Landline Phone and Mobile Number
      for official contact :

2. Name of the person(s) authorised by : the Company with whom the Institute may make contact to get all required Clarifications in the matter
   a) Such persons’ complete address for
      postal communication :
   b) E-mail ID :
   c) Landline Phone and Mobile Number
      for official contact :

3. The all-inclusive Premium Amount (in Rupees) : for Insurance Coverage for one year per student mentioned at A.1 in Annexure-I) per student
   for three categories:
   i) approx. 14,000 students during 01st Aug’23 to 31st July’24 and
   ii) approx. additional 200-300 students during January-July 2024
   iii) Including foreign nationals visiting for short periods, on pro rata basis.

   The rate must be inclusive of all taxes (in figure and words). Any confusion arising in terms of amount in figure and word, the amount in words will be treated as final.

   Declaration

This is to declare once again that we have gone through all the contents as available in the Annexure-I to the Tender Notice No. IITKGP/Registrar/Students’ Insurance/2023-24, dated May 4th, 2023 and submitted by us as TECHNICAL BID. This is to declare further that we agree to abide by the contents in Annexure-I and Annexure-II as well.

Date: Signature of the authorised person of the Insurance Company
Office Seal:

(*) 1. Price evaluation will be made based on the rate given in 3(i) mention in above.